

INDIVIDUAL PERFORMANCE REVIEW

UTAH STATE OFFICE OF EDUCATION/REHABILITATION

EMPLOYEE NAME: _____ EIN: _____

INSTRUCTIONS

1. The performance plan should be developed at the beginning of the performance period and signed off by the employee and the supervisor.
2. Each employee is to receive an overall rating of either Outstanding, Highly Successful, Successful, Below Successful, or Unacceptable.
3. The overall performance rating should be based on combined ratings from the employee's performance plan. This overall rating takes into account all specific performance objectives ratings. A written explanation must be given of each rating.
4. When rating an employee's performance, the supervisor should select the rating scale in each category which reflects most closely the employee's actual behavior or performance on that criterion or performance objective.
5. The supervisor should also complete the narrative sections on the form identifying examples of professional qualities and work well done, and areas for improvement.
6. The Performance Review form is to be signed by both the supervisor and the employee in two separate sections: at the end of the performance plan after the employee and supervisor meet to discuss the performance plan at the beginning of the performance period; and on the front page after meeting to discuss the performance rating.

OVERALL RATING (Check one)

☐

Outstanding

☐

**Highly
Successful**

☐

Successful

☐

**Below
Successful**

☐

Unacceptable

A. NARRATIVE SECTIONS

- Examples of professional qualities and work well done:

- Areas for continuing development:

- Employee comments:

SIGNATURES FOR PERFORMANCE RATING:

Employee Signature:

Date:

Supervisor Signature:

Date:

DISTRIBUTION:

Original: Personnel File

Copy: USOR Personnel File

Copy: Employee

Copy: Supervisor(11-95)

B. PERFORMANCE PLAN (To be developed and signed off at beginning of plan period)**TITLE OF POSITION:** Choose to Work Employment Specialist**GENERAL PERFORMANCE CRITERIA** (such as description of district expectations, progress to be made toward CSPD, other professional development etc):**DISTRICT GOALS FOR COUNSELORS PERFORMANCE PLANS****(for part B.1. of the performance plan)****FY 2008**

1. The District goal for successful client placements for the CTW Employment Specialist is 20-25 for FY 2008.
2. The District goal for active caseload size for the CTW Employment Specialist is 25-35.
3. The District goal for the number of completed and documented employer contacts per month is 7-10.
4. The District goal for peer appraisal scores is an average score of 8.

PERFORMANCE PLAN COMBINED RATING (Check one and consider in overall rating for performance review)☐ Outstanding ☐ Highly Successful ☐ Successful ☐ Below Successful ☐ Unacceptable**EXPLANATION:**

SPECIFIC PERFORMANCE CRITERIA:

1. ORGANIZATIONAL COMMITMENT☐ **OUTSTANDING** – Meets highly successful and:

1. Sought by community and other professionals to share professional knowledge and represent USOR in a positive perspective with the public, allied agencies, co-workers, school district staff, and customers to further the mission and goals of the USOR.
2. Supports and mentors others in their efforts to positively represent USOR. Recognized as an agency resource and sought by others in agency to participate in projects to improve the functioning of USOR.

☐ **HIGHLY SUCCESSFUL** – Meets successful and:

1. Seeks out opportunities to share professional knowledge and represent USOR in a positive perspective with the public, allied agencies co-workers, school district staff, and customers to further the mission and goals of USOR.
2. Volunteers for additional assignments to represent USOR on boards, committees etc.

☐ **SUCCESSFUL** –

1. Represents USOR as required by position.
2. Demonstrates knowledge and agreement with values, mission, policies, and procedures of USOR.
3. Exhibits behavior consistent with and assists with implementation of Board and Office procedures.

☐ **BELOW SUCCESSFUL** –

1. Only with close supervision, demonstrates acceptance of and exhibits behavior consistent with Board and Office values, mission, policies, procedures and/or occasionally does not represent USOR in a positive perspective with public.
2. Demonstrates minimal acceptance and occasional lack of support for USOR values, mission, policies or procedures.
3. Does not accurately represent USOR values and policies to outside agencies, vendors and resources.

☐ **UNACCEPTABLE** –

1. Despite supervisory attempts to improve behavior, does not support the accomplishments of the goals, policies, and programs of USOR, and/or does not represent USOR in a positive manner leading to public disagreement and disparagement.

EXPLANATION:

2. INTERPERSONAL COMMUNICATION☐ **OUTSTANDING** – Meets highly successful and:

1. Uses superior communication skills in negotiating vocational goal and intermediate objectives in developing employment plans.
2. Uses superior skills in encouraging client or client representative to participate in all choices during rehabilitation process, including in development of vocational goal.
3. Anticipates client needs and is proactive in dealing with potential problems.
4. Uses superior communication and negotiation skills in fostering interagency collaboration.

☐ **HIGHLY SUCCESSFUL** – Meets successful and:

1. Uses above average communication skills in negotiating vocational goal and intermediate objectives in developing employment plans.
2. Uses above average skills in getting client or client representative to participate in most choices during the placement process.
3. Uses above average communication and negotiation skills in fostering interagency collaboration.

☐ **SUCCESSFUL** –

1. Uses successful communication skills in negotiating vocational goal and intermediate objectives in the development of an employment plan.
2. Client or client representative participates in choice of vocational goal and development of intermediate objectives whenever possible.
3. Files reflect partnering with clients through process of informed choice facilitated by the employment specialist throughout the life of the case.
4. Consistently notifies client of all dispute resolution options and due process rights including the availability of Client Assistance Program (CAP).
5. Uses successful communication and negotiation skills to foster interagency collaboration.

☐ **BELOW SUCCESSFUL** –

1. Only with close supervision and monitoring, demonstrates adequate interpersonal skills and the ability to work with others effectively; or demonstrates minimal interpersonal skills in communicating with others.
2. Uses poor counseling skills in negotiating vocational goal and intermediate objectives developed in the employment plan.
3. Only occasionally notifies client of all dispute resolution options and due process rights including the availability of Client Assistance Program (CAP).

4. Only occasionally communicates and negotiates with interagency personnel to foster collaboration.

☐

UNACCEPTABLE –

1. Interacts inappropriately with clients and/or coworkers.
2. Lacks skills and ability to communicate and interact effectively.
3. Consistently fails to notify client of dispute resolution options and due process rights including the availability of Client Assistance Program (CAP).
4. Does not communicate or negotiate with interagency personnel and does not facilitate fostering interagency collaboration.

EXPLANATION:

3. PROFESSIONALISM AND ETHICS

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OUTSTANDING – Meets highly successful and:

1. Serves as an example of exceptional professional behavior including upholding ethics and principles which further agency mission and goals.
2. Continually models behaviors which are positive, constructive, and facilitative while performing all work duties.
3. Always behaves in a manner that is empowering, caring, respectful, and supportive of clients and/or coworkers and others.
4. Fosters similar behaviors in others.

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HIGHLY SUCCESSFUL – Meets successful and:

1. Demonstrates above average interpersonal skills and the ability to work effectively in most settings and with most individuals.
2. Consistently behaves in a manner that is empowering, caring, respectful, and supportive of clients and/or coworkers and others.
3. Consistently exhibits professional behavior by:
 - a. Returning phone calls and emails within acceptable time frames, generally 1-2 working days.
 - b. Is punctual and maintains professional appearance as a role model for clients.
 - c. Respects client privacy and maintains confidentiality.
4. Upholds the public trust and follows ethical standards by adhering to the Utah State Employee Code of Ethics and the CRCC Code of Ethics.

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SUCCESSFUL –

1. Consistently interacts in a positive, professional, constructive, and facilitative manner with clients and/or coworkers and others while performing work duties.
2. Usually behaves in a manner that is empowering, caring, respectful, and supportive of others.
3. Upholds the public trust and follows ethical standards by adhering to the Utah State Employee Code of Ethics and the CRCC Code of Ethics.

☐

BELOW SUCCESSFUL –

1. Only with close supervision and monitoring, acts in accordance with professional ethics or principles consistent with agency mission and goals.
2. Occasionally exhibits behaviors which are negative or insensitive with clients and/or coworkers.
3. Is inconsistent in returning phone calls and responding to emails.

☐

UNACCEPTABLE –

1. Violates Utah State Employee Code of Ethics and/or the CRCC Code of Ethics and/or violates USOR computer acceptable use policy.
2. Acts in a manner that is determined to be negative and/or unprofessional toward others.

EXPLANATION:

4. CASE MANAGEMENT

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OUTSTANDING - Meets highly successful and:

1. Always conducts and documents case staffing with referring counselor.
2. Always conducts and documents a needs assessment of job readiness, need for individual job development, and placement activities.
3. Always enters and maintains job seeker information in the UWORKS system in a timely and consistent manner.
4. Always provides and documents outstanding follow up services.
5. Always documents all case actions taken by the CTW Employment Specialist that describe what is happening to the job seeker.
6. Maintains an active and up to date case load of **42 or more** clients in primary or expanded assisted services.

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HIGHLY SUCCESSFUL - Meets successful and:

1. Regularly conducts and documents case staffing with referring counselor.
2. Regularly conducts and documents a needs assessment of job readiness, need for individual job development, and placement activities.

3. Consistently enters and maintains job seeker information in the UWORKS system in a timely and consistent manner.
4. Maintains an active and up to date case load of **31-42** clients in primary or expanded assisted services.

☐**SUCCESSFUL**

1. Conducts and documents case staffing with referring counselor when needed.
2. Conducts and documents a needs assessment of job readiness, need for individualized job development and placement activities.
3. Consistently documents all actions taken by the CTW Employment Specialist.
4. Maintains a current active case load of **20 to 31** clients in primary or expanded assisted services.

☐**BELOW SUCCESSFUL - Does not meet successful which may include:**

1. Only occasionally conducts and documents case staffing with referring counselor.
2. Does not consistently conduct and document needs assessments.
3. Does not consistently document all CTW Employment Specialist actions.
4. Maintains an active case load of **14 to 19** clients in primary or expanded assisted services.

☐**UNACCEPTABLE**

1. Does not meet below successful ratings.
2. Even with close supervision, fails to conduct and document case staffings.
3. Even with close supervision, fails to document all CTW Employment Specialist activities.
4. Maintains an active case load of less than **14** clients in primary or expanded assisted services.

EXPLANATION:**5. PRODUCTION**☐**OUTSTANDING - Meets highly successful and:**

1. Successfully places **more than 30** clients in employment.

☐**HIGHLY SUCCESSFUL - Meets successful and:**

1. Successfully places **26 to 29** clients in employment.

☐**SUCCESSFUL**

1. Successfully places **20 to 25** clients in employment.

☐**BELOW SUCCESSFUL**

1. Requires close supervision in order to achieve standard performance criteria.
2. Successfully places **15 to 19** clients in employment.

☐**UNACCEPTABLE**

1. Does not meet below successful standard.
2. Places less than **15** cases successfully.

EXPLANATION:**6. EMPLOYER RELATIONS**☐**OUTSTANDING - Meets highly successful and:**

1. Is sought out by the Business Service Consultant Representative for assistance with coordinating and developing outstanding strategies for meaningful contact with employers.
2. Demonstrates through case file documentation an outstanding, up to date, and thorough understanding of Labor Market Information, agency services, community resources, and employer needs.
3. Always conducts and documents contacts made or coordinated with employers.
4. Is viewed by, and sought by employers as a resource for information on OJT, WOTC, and other employer incentives.
5. Completes and documents **more than 15** employer contacts per month.

☐**HIGHLY SUCCESSFUL - Meets successful and:**

1. Maintains a strong working relationship with the Business Service Consultant and regularly participates in coordinating strategies for meaningful employer contacts.
2. Demonstrates an above average understanding of Labor Market Information, agency services, community resources, and employer needs.
3. Utilizes above average knowledge to educate employers on OJT, WOTC, and other employer incentive programs.
4. Completes and documents **11 to 14** employer contacts per month.

☐**SUCCESSFUL**

1. Works with the Business Service Consultant on a consistent basis to coordinate and develop meaningful employer contacts.
2. Demonstrates an understanding of Labor Market Information, agency services, community resources, and employer needs.
3. Demonstrates an average understanding of OJT, WOTC, and other employer incentive programs, and is able to use this knowledge to educate employers.
4. Completes and documents **7 to 10** employer contacts per month.

☐ **BELOW SUCCESSFUL**

1. Does not meet the criteria of successful.
2. Only occasionally works with the Business Services Consultant to coordinate meaningful employer contacts.
3. Does not demonstrate an understanding of Labor Market Information, agency services, community resources, and employer needs.
4. Does not demonstrate the ability to educate employers on OJT, WOTC, and other employer incentive programs.
5. Conducts and documents **less than 7** employer contacts each month.

☐ **UNACCEPTABLE**

1. Does not meet below successful standard.
2. Does not work with the Business Services Consultant.
3. Does not understand Labor Market Information, agency services, community resources, or employer needs.
4. Does not make consistent efforts to make employer contacts.

EXPLANATION:**7. PARTNERSHIPING**
☐ **OUTSTANDING** - Meets highly successful and:

1. Exercises exceptional communications skills in fostering collaborative interagency relationships.
2. Is sought out by DWS and USOR staff as a resource.
3. Goes the extra mile in educating DWS and USOR staff about the Choose To Work Project, eligibility, available services, and always facilitates case staffings.
4. Always attends partner staff meetings, and shares pertinent information including LMI, job leads, reports on employer contacts, and actively participates in the meetings.
5. Is always available and responsive to DWS and USOR staff for consultation.
6. Always resolves issues with employers, job seekers, DWS and USOR employees, and strengthens and maintains professional relationships.

☐ **HIGHLY SUCCESSFUL** – Meets successful and:

1. Viewed by DWS and USOR staff as a resource.
2. Works consistently to educate DWS and USOR staff about the Choose To Work Project, eligibility, available services, and consistently facilitates case staffings.
3. Is responsive and accessible to partners for consultation.
4. Regularly attends partner staff meetings, shares information, and participates.
5. Regularly resolves issues with employers, job seekers, DWS and USOR employees, and strengthens and maintains professional relationships.

☐ **SUCCESSFUL**

1. Maintains a good working relationship with staff from DWS and USOR.
2. Consistently educates employees of partner agencies of the purpose of Choose To Work Project.
3. Consistently attends and participates in partner staff meetings.
4. Consistently is responsive and available for consultation by DWS and USOR staff.
5. Consistently facilitates case staffings.

☐ **BELOW SUCCESSFUL**

1. Does not meet criteria for successful.
2. Does not work to educate DWS and USOR staff about the Choose To Work Project.
3. Does not facilitate consistent case staffings.
4. Is not consistently available to DWS and USOR staff for consultation.
5. Does not consistently attend partner staff meetings.

☐ **UNACCEPTABLE**

1. Despite close supervision and repeated training, does not work to establish working partnerships.
2. Does not attend partner staff meetings.
3. Is not responsive or available to DWS and USOR staff.
4. Does not facilitate case staffings.

EXPLANATION:**SIGNATURES FOR PERFORMANCE PLAN:**

Employee Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____